Critical Incident Stress Management

- DOC 870.800 Staff Counseling and Occupational Health Programs
- DOC 400.100 Duty Officer Reporting of Emergency and Significant Events
- DOC 800.410 Employee Support--Death or Life-Threatening Event

What is CISM?

Method for de-linking emotional responses from the memory of horrific events

Means of normalizing and validating the crisis experience

Sets aside time to educate about healthy options for getting back to normal

Shows support and concern of administration, boosts morale

How does it work?

Interrupts internal processing of crisis memories

Builds on individual information about event

Initiates formation of "big picture" concept

Offers initial education about stress

Demonstrates immediate support by management

Who should participate?

CISM is for FIRST RESPONDERS

- firefighters
- emergency medical technicians
- police, other law enforcement
- rescue personnel
- those who have to use force or violence against others

What about everyone else?

Critical incidents affect those who hear about them--it's called "vicarious traumatization"

- CISM defusing/debriefing for first responders
- Informational briefing for all others
- Informational 'outbrief' as event ends, for everyone

What about everyone else?

What is an *informational briefing*?

A gathering where interested staff learn up-to-date information on an event-in-progress

What is an *informational outbrief*?

Gathering of interested staff right after a critical incident ends. Reduces panic and anxiety for those not directly involved.

These timely information sharing events provided by management reduce rumors, and even boost morale.

What about everyone else?

After informational briefings or outbriefs, it is always appropriate to give contact information for the Staff Counselor and the Staff Resource Center

ANYONE may seek individual services from the Resource Center, whether or not they were involved in the critical incident

It is up to incident commanders to decide who was *involved* in an event (they can consult with the counselor on this)

It is up to <u>uninvolved</u> staff to decide whether they want to seek individual services from the counselor

What does CISM look like?

Defusing: Occurs within a few hours of the event, or at the end of shift; takes 30-45 minutes

Debriefing: Occurs several days to a week after the end of the event; takes up to 2 hours

What does it look like?

Defusing: Short, informal. Quick group check-in that helps initiate formation of "big picture". CISM team members provide handouts that can be taken home.

Debriefing: Longer, more formal. More emotional content is usually discussed. Occurs after people may have lost sleep, been irritable, or felt nauseous. CISM team members hang about for a while afterward to be available for one-on-one discussion if needed.

What does it look like?

CISM team members take responsibility in the gatherings.

- Support from peers is what's needed
- Team members come from all parts of region; serve in all job classes

Staff counselor generally used only in full-scale formal debriefings (longer, more emotional--more chance for someone to want follow-up)

- CISM is <u>not</u> therapy
- Counselor doesn't take the 'lead' in CISM interventions
- CISM is not connected to any investigation process

What do staff say about CISM?

"I can't believe management cared enough about us to call you out from all over the region."

"This is really nice. I didn't think I needed it, but I did."

"Thanks for coming. I wish they'd had this back when I was first starting out. I saw some really bad things back then. We never had anything like this."

Why make it mandatory?

Reduces stigma of participation

Those who are <u>most affected</u> usually do NOT want to attend

Those who are not much affected can be of great help to
those who are struggling

May reduce liability

What about those who can't attend?

- Anyone who can't attend mandatory CISM defusing/debriefing activities, should be directed to contact the Staff Counselor.

- Responsibility for compliance lies with individual staff members.

How do we access CISM services?

Deployment information should be in

- master control in major institutions
- superintendents' offices
- shift command offices
- captains' offices
- Regional Administrator's office
- Field Administrators' and field supervisors' offices
- DOC duty officer material

How do we access CISM services?

Deployment of CISM Team Members

IC contacts:

- CISM Team Coordinator
- CISM Team Leader
- Staff Counselor

Questions?

Why would you call for a consult about CISM?

What happens if you don't "get CISM'd"?

How can you demonstrate that it works?

Any statistics on long-term effects of CISM vs no-CISM?

Others?